

NASA Integrated Services Network

NASA's Telecommunications Provider



The mission of the NISN is to provide cost-effective wide area network telecommunication services for transmission of data, video and voice for

all NASA Enterprises, Programs and Centers, utilizing commercial capability wherever possible.

For More Information on NISN visit:

<http://www.nisn.nasa.gov>



NASA's Voice Teleconferencing Services (VoTS) are provided by the Consolidated Space Operations Contract (CSOC).

Voice Teleconference Service levels offered are:

- Unattended
- Standard
- Premier
- Instant Meeting

Service information is included in this brochure. Additional information can be found at <http://www.nisn.nasa.gov/vots/index.html> in the "VoTS User's Guide."

Secure Voice is provided by MSFC. Please call 256-544-2121 for more information on Secure Voice Teleconferencing.

NASA Voice Teleconferencing Services Contracts

NISN / CSOC

Customer Services and Training:
Call the NASA Integrated Support Center (NISC) at 1-800-424-9920 or (256) 544-HELP (4357) for MSFC.

helpdesk.msfc@msfc.nasa.gov

VoTS Problem Reporting

During a normal conference:
Press *0 for the Operator.

Disconnected users should call the toll-free number provided by the Operator.
Secure Voice – call (256) 544-2121

After the conference:
Call the NASA Integrated Support Center (NISC) at 1-800-424-9920 or (256) 544-HELP (4357) for MSFC.

To Schedule a Conference

There are two methods available to schedule a voice conference:

1. E-Scheduling, formally known as (ORS)
2. Reservation System
Call 1-877-232-NASA (6272)

Further information can be found at:
<http://www.nisn.nasa.gov/vots/index.html>

Voice Teleconferencing Service

VoTS

As Provided by:



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Unattended

Information Required for Setup

- Call leader's name, phone number, & site
- Conference contact's name & phone number
- Conference Title
- Date, time, duration & time zone
- Number of toll & toll free access ports (telephone connections) needed
- Features (see below)

Call Leader's Responsibilities

- Checks call confirmation for accuracy
- Notify participants of toll or toll free number, pass-code, conference title, date, time, time zone, duration, confirmation number & contact information
- Performing a roll call is recommended
- Initiates privacy option
- Cancellation notification of 30 minutes is required

Operator's Responsibilities

- Available for assistance (*0) if there are technical difficulties. (Note: Calls to the Operator for any other reason will result in the conference being charged at the Standard rate.)

Unattended

Description

Participants dial into this conference using either a toll or toll free number. The Operator is available for technical assistance only and does not initiate the conference.

Participant Access Method

- Toll Meet Me
- Toll Free Meet Me
- A combination of the two

Features

- Standing Reservation
- Tone In
- Selected Features

Standard

Description

Participants can dial into this conference using either a toll or toll free number or they can request that an Operator contact them. An Operator will greet and announce the participants as they join.

Participant Access Method

- Toll Meet Me
- Toll Free Meet Me
- Dial Out
- Any combination of the three

Features

- Standing Reservations
- Participant Screening
- Enter / Announce
- Roll Call
- Selected Features

Standard

Information Required for Setup

- Call leader's name, phone number, & site
- Conference contact's name & phone number
- Conference Title
- Date, time, duration & time zone
- Meet Me Access - Number of toll & toll free access ports (telephone connections) needed
- Dial Out Access – names, phone# & NASA Site

Call Leader's Responsibilities

- Checks call confirmation for accuracy
- Notify participants of toll or toll free number, conference title, date, time, time zone, duration, confirmation number & contact information
- Performing a roll call is recommended
- Cancellation notification of 30 minutes is required

Operator's Responsibilities

- Provide toll and/or toll free number
- Greet & Announce participants
- Initiates call for Dial Out participants
- Available for assistance (*0)

Premier

Information Required for Setup

- Call leader's name, phone number, & site
- Conference contact's name, phone number, & site
- Conference Title
- Date, time, duration & time zone
- Participants' name, phone number & location

Call Leader's Responsibilities

- Notify participants of date & time.
- Cancellation notification of 30 minutes is required

Operator's Responsibilities

- Initiates call
- Greet & Announce participants
- Roll call
- Monitor Call

Premier

Description

An operator calls each participant approximately 10 minutes prior to the scheduled call time.

Participant Access Method

- Dial Out
- Toll Meet Me
- Toll Free Meet Me

Features

- Q&A
- Polling
- Subconferencing
- Participant Screening
- Secured Call
- Selected Features

Instant Meeting

Description

Participants dial into this conference using the toll free number and personal identification number (PIN) provided by the call leader. Instant Meeting is an unattended service that does not require going through the reservation system.

Participant Access Method

- Toll Meet Me
- Toll Free Meet Me

Features

- Private Roll Call
- Conference Continuation
- Conference Lock
- Entry/Exit Announcements
- Secured Call
- Selected Features

Instant Meeting

Information Required for Setup

- Call leader's name, phone number, & site
- Conference contact's name & phone number

Call Leader's Responsibilities

- Notify participants of toll or toll free number and pass code.
- Call starts when the leader arrives, and ends when the leader hangs up.
- Call terminates if the leader does not dial after 20 minutes.

Operator's Responsibilities

- Operator has no responsibilities on this type of conference call.